

STATEWIDE HUMAN SERVICES INFORMATION AND REFERRAL SYSTEM

Performance Indicators

The time period for collecting data will be from **July 1, 2005 through June 30, 2006** unless otherwise specified.

Goal 1: Collect and maintain accurate and complete human resources data on a statewide basis.

Outcome: Human resource data will be current and accurate throughout the state.

Indicators:

1. 60% of agencies in database that have complete agency information.

Required agency information includes:

Name
Address
Phone Number
Person in Charge
Type of Agency
Hours of Operation
Programs Offered
Agency Description

2. 50% of programs in database that have complete core information.

Core information includes:

Hours
Eligibility
Intake Procedures
Service Area Description
Telephone Number
Zip Code
Fees
Program Description
Statewide Keyword

3. 75% of programs in database show formal update within the past 12 months.

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Goal 2: Provide citizen access to information about resources throughout the Commonwealth.

Outcome: Inquirers will be linked with the appropriate resources to meet their needs.

Indicators:

1. The number of calls made to the regional information and referral centers.
Statewide Target: 115,000
2. The number of hits to the statewide internet database.
Statewide Target: 5,000
3. The number of information and referral products distributed, including electronic products printed directories, specialized listings, and quick reference guides.
Statewide Target: 30,000
4. The number of outreach efforts including presentations, brochures, and other promotional materials.
Statewide Target: 5,000
5. The regional providers will complete follow up calls on 3% of the advocacy and referral calls received at the regional centers.
Statewide Target: 3% of the advocacy and referral calls.

Goal 3: Assist in planning functions by providing selected data to the Virginia Department of Social Services on a regular basis.

Outcome: The regional providers of information and referral services will maintain strict timely compliance with all reporting requirements and assist with planning functions by providing reports and data upon request made by the Virginia Department of Social Services.

Indicators:

1. The regional providers will submit quarterly reports no later than thirty days following the end of the last month in each quarter in the approved format.
2. Upon request, the regional providers will furnish the Department with electronic or other copies of its regional database.
3. The regional providers will comply with all requests for planning data made by the Program Manager or other authorized Department representative in a timely manner.

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Goal 4: Provide data to public and private agencies other than the Virginia Department of Social Services.

Outcome: Information and referral statistics will be provided to decision-makers in an effort to reduce the gaps and barriers to services in the Commonwealth.

Indicators:

1. The number of reports distributed to state, regional and local agencies, legislators and other interested parties.

Statewide Target: 50

Goal 5: Cooperate with the state administering agency

Outcome: The regional provider system will function as a single, seamless statewide system.

Indicators:

1. 100% of the regional contractors will participate in the Virginia Department of Social Services annual evaluation of services provided by the Statewide Human Services Information and Referral System.
2. 100% of the regional contractors will have a representative at 100% of the monthly meetings of the statewide contractors to plan and implement system goals.
3. 100% of the regional contractors will participate in training opportunities, special initiatives, studies and surveys sponsored by the Virginia Department of Social Services.

Goal 6: Seek funds from available resources.

Outcome: The statewide human services information and referral system will attain broad financial support.

Indicators:

The number of funding sources, other than Virginia Department of Social Services information and referral contracts, obtained by regional contractors to support services of the Statewide Human Services Information and Referral System.

Statewide Target: 15

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Goal 7: Maintain effective relationships between the system and state and local agencies and public and private organizations

Outcome: State and local agencies will utilize the statewide human services information and referral system to facilitate their outreach efforts.

Indicators:

1. The number of signed agreements with local, regional and state agencies.
Statewide Target: 15
2. 100% of the 11 Departments of the Health and Human Resources Secretariat will be contacted at least twice annually by designated representatives of the regional providers to assess the quality of the relationship between each department and the statewide human services information and referral system.
3. The number of formal requests received from other agencies to use the I&R toll-free number.
Statewide Target: 3

Goal 8: When feasible, establish satellite offices or cooperative agreements with local information and referral and resource and referral groups.

Outcome: Residents of the Commonwealth of Virginia will attain improved access to Information and Referral services

Indicators:

The number of partner sites under formal agreement with the regional providers.
Statewide Target: 15